

# QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

## **Defense Travel System (DTS) Program Management Office Support** in support of:

*The Defense Logistics Agency*

FEDSIM Project Number DE00637

# QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

## 1.0 INTRODUCTION

This quality assurance surveillance plan (QASP) is pursuant to the requirements listed in the performance work statement (PWS) entitled Defense Travel System (DTS) Program Management Office Support. This plan sets forth the procedures and guidelines the Defense Logistics Agency (DLA) will use in ensuring the required performance standards or services levels are achieved by the contractor.

### 1.1 PURPOSE

The purpose of the QASP is to describe the systematic methods used to monitor performance and to identify the required documentation and the resources to be employed. The QASP provides a means for evaluating whether the contractor is meeting the performance standards/quality levels identified in the PWS and the contractor's quality control plan (QCP), and to ensure that the government pays only for the level of services received.

This QASP defines the roles and responsibilities of all members of the integrated project team (IPT), identifies the performance objectives, defines the methodologies used to monitor and evaluate the contractor's performance, describes quality assurance documentation requirements, and describes the analysis of quality assurance monitoring results.

### 1.2 PERFORMANCE MANAGEMENT APPROACH

The PWS structures the acquisition around "what" service or quality level is required, as opposed to "how" the contractor should perform the work (i.e., results, not compliance). This QASP will define the performance management approach taken by DLA to monitor and manage the contractor's performance to ensure the expected outcomes or performance objectives communicated in the PWS are achieved. Performance management rests on developing a capability to review and analyze information generated through performance assessment. The ability to make decisions based on the analysis of performance data is the cornerstone of performance management; this analysis yields information that indicates whether expected outcomes for the project are being achieved by the contractor.

### 1.3 PERFORMANCE MANAGEMENT STRATEGY

The contractor is responsible for the quality of all work performed. The contractor measures that quality through the contractor's own quality control (QC) program. QC is work output, not workers, and therefore includes all work performed under this contract regardless of whether the work is performed by contractor employees or by subcontractors. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. The contractor will develop and implement processes to assess and report its performance to the designated government representative. The contractor's QCP will set forth the staffing and procedures for self-inspecting the quality, timeliness, responsiveness, customer satisfaction, and other performance requirements in the PWS. This QASP enables the government to take advantage of the contractor's QC program.

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The government representative(s) will monitor performance and review performance reports furnished by the contractor to determine how the contractor is performing against communicated performance standards. The contractor will be responsible for making required changes in processes and practices to ensure performance is managed effectively.

### **2.0 ROLES AND RESPONSIBILITIES**

#### **2.1 Contracting Officer**

The contracting officer (CO) is responsible for monitoring contract compliance, contract administration, and cost control and for resolving any differences between the observations documented by the Contracting Officer's Representative (COR) and the contractor. The CO will designate one full-time COR as the government authority for performance management. The number of additional representatives serving as technical inspectors depends on the complexity of the services measured, as well as the contractor's performance, and must be identified and designated by the CO.

#### **2.2 Contracting Officer Representative**

The contracting officer's representative (COR) is designated in writing by the CO to act as his or her authorized representative to assist in administering a contract. COR limitations are contained in the written appointment letter. The COR is responsible for technical administration of the project and ensures proper government surveillance of the contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the government's behalf. Any changes that the contractor deems may affect contract price, terms, or conditions shall be referred to the CO for action. The COR will have the responsibility for completing QA monitoring forms used to document the inspection and evaluation of the contractor's work performance. Government surveillance may occur under the inspection of services clause for any service relating to the contract

### **3.0 IDENTIFICATION OF REQUIRED PERFORMANCE STANDARDS/QUALITY LEVELS**

The required performance standards and/or quality levels are included in the PWS and in Attachment 1, "Performance Requirements Summary."

### **4.0 METHODOLOGIES TO MONITOR PERFORMANCE**

#### **4.1 Surveillance Techniques**

In an effort to minimize the performance management burden, simplified surveillance methods shall be used by the government to evaluate contractor performance when appropriate. The primary methods of surveillance are (include those that apply)

- Random monitoring, which shall be performed by the COR designated inspector.

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- 100% Inspection – Each month, the COR, shall review the generated documentation and enter summary results into the Surveillance Activity Checklist.
- Periodic Inspection – COR typically performs the periodic inspection on a monthly basis.

### 4.2 Customer Feedback

The contractor is expected to establish and maintain professional communication between its employees and customers. The primary objective of this communication is customer satisfaction. Customer satisfaction is the most significant external indicator of the success and effectiveness of all services provided and can be measured through customer complaints.

Performance management drives the contractor to be customer focused through initially and internally addressing customer complaints and investigating the issues and/or problems but the customer always has the option to communicate complaints to the CO and/or the COR, as opposed to the contractor.

Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed, and must be forwarded to the COR. The COR will accept those customer complaints and investigate using the Quality Assurance Monitoring Form – Customer Complaint Investigation, identified in Attachment 3.

Customer feedback may also be obtained either from the results of formal customer satisfaction surveys or from random customer complaints.

### 4.3 Acceptable Quality Levels

The acceptable quality levels (AQLs) included in Attachment 1, Performance Requirements Summary Table, for contractor performance are structured to allow the contractor to manage how the work is performed while providing negative incentives for performance shortfalls.

## 5.0 QUALITY ASSURANCE DOCUMENTATION

### 5.1 The Performance Management Feedback Loop

The performance management feedback loop begins with the communication of expected outcomes. Performance standards are expressed in the PWS and assessed using the performance monitoring techniques shown in Attachment 1.

### 5.2 Monitoring Forms

The government's QA surveillance, accomplished by the COR, will be reported using the monitoring forms in Attachments 2 and 3. The forms, when completed, will document the government's assessment of the contractor's performance under the contract to ensure that the required results quality levels are being achieved.

The **COR** will retain a copy of all completed QA surveillance forms.

## 6.0 ANALYSIS OF QUALITY ASSURANCE MONITORING RESULTS

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### 6.1 Determining Performance

Government shall use the monitoring methods cited to determine whether the Performance Standards/Service Levels/AQLs have been met. If the contractor has not met the minimum requirements, it may be asked to develop a corrective action plan to show how and by what date it intends to bring performance up to the required levels.

### 6.2 Reporting

At the end of each month, the COR will prepare a written report for the CO summarizing the overall results of the quality assurance surveillance of the contractor's performance. This written report, which includes the contractor's submitted monthly report and the completed quality assurance monitoring forms (Attachment 2), will become part of the QA documentation. It will enable the government to demonstrate whether the contractor is meeting the stated objectives and/or performance standards, including cost/technical/scheduling objectives.

### 6.3 Reviews and Resolution

The COR and/or the CO may require the contractor's project manager, or a designated alternate, to meet with the CO, COR, or other government IPT personnel as deemed necessary to discuss performance evaluation. The CO and/or COR will define a frequency of in-depth reviews with the contractor, including appropriate self-assessments by the contractor; however, if the need arises, the contractor will meet with the CO and/or COR as often as required or per the contractor's request. The agenda of the reviews may include:

- Monthly performance assessment data and trend analysis
- Issues and concerns of both parties
- Projected outlook for upcoming months and progress against expected trends, including a corrective action plan analysis
- Recommendations for improved efficiency and/or effectiveness
- Issues arising from the performance monitoring processes

The CO and/or COR must coordinate and communicate with the contractor to resolve issues and concerns regarding marginal or unacceptable performance.

The CO and/or COR and contractor should jointly formulate tactical and long-term courses of action. Decisions regarding changes to metrics, thresholds, or service levels should be clearly documented. Changes to service levels, procedures, and metrics will be incorporated as a contract modification.

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## ATTACHMENT 1: PERFORMANCE REQUIREMENTS SUMMARY

Required Services (Tasks)	Performance Standards	Acceptable Quality Levels	Methods of Surveillance
C.5.1.4.1	DTS availability (GFE)	DTS is available to users a minimum of 98.5% based on a 24x7 basis measured monthly. This includes network availability and connectivity to external DTS interfaces and applies to CDC 1 and CDC 2 facilities.	<ul style="list-style-type: none"> <li>- Actual system uptime/(total available uptime-Government approved downtime)</li> <li>- Contractor delivered reports as defined in Operational Metrics</li> <li>- Review of maintenance and network event tracking logs</li> </ul>
C.5.1.4.1	DTS availability (CFE)*	DTS is available to users a minimum of 98.5%, or higher level as proposed by the Contractor, based on a 24x7 basis measured monthly. This includes network availability and connectivity to external DTS interfaces and applies to both CDC 1 and CDC 2 facilities.	<ul style="list-style-type: none"> <li>- Actual system uptime/(total available uptime-Government approved downtime)</li> <li>- Contractor provided reports as defined in Operational Metrics</li> <li>- Review of maintenance and network event tracking logs</li> </ul>
C.5.1.4.2	DTS Application Performance for GFE and CFE	DTS application hourly average web page response time does not exceed 2 seconds during any hourly increment of any day on CDC 1	-Daily performance reports as defined in Operational Metrics
C.5.4.1	Real Time Approved Transactional Data shall have 0% data loss	0% Approved Transactional data loss during failover to CDC 2 DR/COOP	Government review/inspection

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		facility	
	Sustainment SPR fixes do not introduce new SPRs	No new defects shall be introduced into the system due to a sustainment SPR fix	Travel Assistance Center (TAC) Tickets, customer feedback, Technical Review Team (TRT) input and SPR reports
	Government acceptance	No Priority 1 (P1) or Priority 2 (P2) SPR's at Government acceptance	100% government review and inspection (physical or paperwork)
	Government acceptance of documentation artifacts	Documentation complies with best practices and standards set by the Government, and meets or exceeds requirements	Government review and inspection

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ATTACHMENT 2

SAMPLE QUALITY ASSURANCE MONITORING FORM

**SURVEY PERIOD:** \_\_\_\_\_

**SURVEILLANCE METHOD (Check):**

☐ Random Sampling      ☒ 100% Inspection      ☐ Periodic Inspection      ☐ Customer Complaint

**LEVEL OF SURVEILLANCE (Check):**

☒ Monthly      ☐ Quarterly      ☐ As needed

**100% INSPECTION DURING SURVEY PERIOD:**

Performance Requirement	Meets Standards	Does Not Meet Standards
DTS availability (GFE)		
DTS availability (CFE)		
DTS Application Performance		
Real Time Approved Transactional Data shall have 0% data loss		
Sustainment SPR fixes do not introduce new SPR		
Government acceptance		
Government acceptance of documentation artifacts		

**PREPARED BY:** \_\_\_\_\_ **DATE:** \_\_\_\_\_



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